

Reducing our waste

Changing our service

Booked Hard Waste

We are proposing changes to our hard waste service.

Find out how a booked hard waste collection works and what the changes could mean for your household.

Why are changes to the hard waste service being proposed?

Reforming our kerbside bin collections also provides an opportunity to review how we deliver our hard waste service to best align with our goal to reduce waste to landfill.

We heard from the community that they like having 2 hard waste collections each year, but that there was a lot of rubbish and mess on the streets during pick-up times. Some residents were also looking for more convenience and flexibility from the hard waste service so that they can use it when needed, like when they move to a new home, instead of waiting until the scheduled time.

Changing to a booked hard waste service also allows us to extend collections to businesses, if it is safe for us to pick up from the business. Residents

living in properties that are serviced by a private waste contractor (like many apartments, flats and units) could also book a one-off hard waste collection for a fee.

How does a booked hard waste service work?

All households that pay the waste charge would continue to have access to 2 hard waste collections each year. When residents have hard waste to be picked up, they can contact Council (or our contractor) to organise a collection. We would then book a date for pick-up to take place. In the days prior to your pick-up, hard waste would be neatly piled on the kerbside as you would do for a municipal-wide collection. You would not need to be home for the collection.



What are the benefits of a booked hard waste service?

Experience at other councils has shown that compared to municipal-wide hard waste collections, a booked hard waste service has the following benefits:

More convenience and flexibility for residents

Booked collections would be available to residents all year round and can be scheduled at a time that suits them, like when moving house, spring cleaning or renovating. Research shows that residents appreciate a booked hard waste collection over a municipal-wide collection¹.

Cleaner streets and less dumped rubbish

We have seen a 79% increase in dumped rubbish complaints since the introduction of our second municipal-wide hard waste collection in 2018. Research shows that booking hard waste collections means that there is less rubbish on the street awaiting collection and less illegal dumping of rubbish², so the streets are cleaner and safer for everybody.

Lower costs and less waste sent to landfill

Although less households may participate in booked hard waste collections, because residents need to request a collection, it does mean less waste is sent to landfill. This means lower costs to ratepayers. Most councils in Melbourne provide a booked hard waste collection, with only 7 out of 31 metropolitan councils offering municipal-wide collections³.

More hard waste items recycled

Less than 20% of the hard waste collected by Council each year is recycled. Booked collections enable greater separation of materials, meaning more hard waste can be recycled and kept out of landfill. Less material is recycled from municipal-

wide hard waste collections due to the large amount of waste and number of daily collections which reduces the opportunity for separating materials for recycling. With a booked hard waste service, other bulky materials such as branches and cardboard, could also be included in the list of accepted items for recycling.

Can we still salvage items for reuse?

Yes! Community members will continue to be able to rehome and salvage items for reuse from kerbside booked hard waste collections.

We know some people in our community like being able to reuse and repurpose items by putting them out on the kerbside during hard waste collections in the hope that someone else will take them. Reusing items is a much better outcome than sending them to landfill, or even being recycled.

Unfortunately, 'scavenging' can result in many items that could have been reused getting damaged or not being picked up and going to landfill. It can also create additional mess on the streets as people rummage through the items. Items collected through our hard waste service are either recycled (e.g. metals, e-waste) or they go to landfill. The hard waste service does not collect items for reuse.

Our preferred method for reuse is for items in good condition to be donated to charity or given away via one of the many online options available, for example Facebook groups or Gumtree. This ensures that items are not damaged and can be reused by others.

We will work with our Waste Champions, community and existing networks to improve opportunities to rehome or reuse hard waste items before households book a hard waste collection.

¹ [MWRRG 2019](#)

² [MWRRG 2019](#)

³ [MWRRG 2018](#)

We welcome your feedback

Will the proposed changes work for Moreland? Tell us at: conversations.moreland.vic.gov.au/waste
Community feedback on the proposed changes are welcome until Sunday 5 September 2021.